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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY



1300 i Street, NW
Suite 500 East
Washington, DC 20005

January 29, 2003

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th St., SW
Washington, DC 20554

Re: **ONA** Installation and Maintenance Parity/Nondiscrimination Report for Enhanced and Payphone Services

Dear Ms. Salas:

Pursuant to the FCC'S Orders in CC Docket Nos. 88-2 and 96-128, Verizon hereby submits its **ONA** Installation and Maintenance Parity Reports for Enhanced Services and Payphone Services for the 4th quarter 2002.

Should you have any questions, please feel free to contact me at (202) 515-2537

Sincerely,

A handwritten signature in black ink that reads "Suzanne Carmel".

Suzanne Carmel

Attachments

Cc: Ms. Janice Myles

No. of Copies rec'd _____
List ABCDE _____

A handwritten number "1" inside a circle, indicating one copy was received.

INSTALLATION REPORT - ALL OTHER CUSTOMERS
4th QUARTER 2002

SERVICE CATEGORY	TOTAL	DUE DATES	PERCENT DUE	AVERAGE
	ORDERS	MISSED	DATES MISSED	INTERVAL (DAYS)
<hr/>				
CATEGORY 1				
<hr/>				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	625230	17747	2.84%	2.98
* PBX	10951	337	3.08%	6.25
* CENTREX	53069	520	0.98%	3.01
* WATS	871	21	2.41%	3.61
* Mobile	14597	19	0.13%	2.52
* Feature Group A	368	17	4.62%	6.16
* Foreign Exchange	508	13	2.56%	6.54
* Payphone Services	1575	152	9.65%	N/A
<hr/>				
TYPE B - CIRCUIT SWITCHED TRUNK				
<hr/>				
* Feature Group B	31	0	0.00%	19.19
* Feature Group D	3147	95	3.02%	27.12
* DID (Line and Trunk)	0	0	0	0
<hr/>				
CATEGORY 2 - PACKET SWITCHED				
<hr/>				
* Packet DDD Access Line	0	0	0	0
* Packet Synch. Access Line	0	0	0	0
* Packet Asynch. Access Line	0	0	0	0
<hr/>				
CATEGORY 3 - TYPE A DEDICATED METALLIC				
<hr/>				
* Protection Alarm	1120	35	3.13%	6.40
* Protective Relaying	0	0	0	0
* Control Circuit	19	1	5.26%	4.42
<hr/>				
TYPE B - DEDICATED TELEGRAPH GRADE				
<hr/>				
* Telegraph Grade 75 Baud	9	0	0.00%	7.44
* Telegraph Grade 150 Baud	0	0	0	0
<hr/>				
TYPE C - DEDICATED VOICE GRADE				
<hr/>				
* Voice - Non-Switched Line	3275	137	4.18%	6.54
* Voice - Switched Line	3514	411	11.70%	14.07
* Voice - Switched Trunk	162	14	8.64%	13.54
* Voice & Tone - Radio Land Line	189	23	12.17%	8.23
* Data Low Speed	132	8	6.06%	6.30
* Basic Data & Voice	2718	249	9.16%	4.15

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)

* Voice & Data - PSN Access Tie TRK	378	69	18.25%	23.44
* Voice & Data - SSN Access	2	0	0.00%	17.00
* Voice & Data - SSN Intermach. TRK	184	1	0.54%	0.03
* Data Extension, Voice Grade Data	247	19	7.69%	21.39
* Protection Relay Voice Grade	32	5	15.63%	16.13
■ Dedicated Voice Grade - Telephoto & Facsimile	0	0	0	0
=====				
TYPED - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	3	0	0.00%	1.67
* Program Audio 100-5000HZ	1	0	0.00%	0.00
* Program Audio 50-8000 HZ	7	6	85.71%	30.14
* Program Audio 50-15000 HZ	27	11	40.74%	18.96
=====				
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	554	114	20.58%	8.78
* TV Channel, One Way 5kHz Audio	0	0	0	0
=====				
TYPE F - DEDICATED DIGITAL (64 kbps)				
=====				
* Digital Voice Circuit	33	0	0.00%	5.42
* Digital Data - 2.4kb/s	249	63	25.30%	23.23
* Digital Data - 4.8kb/s	19	5	26.32%	28.58
* Digital Data - 9.6kb/s	1996	101	5.06%	12.59
* Digital Data - 56kb/s	11578	1058	9.14%	14.49
=====				
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MEPS	66825	8834	13.22%	21.18
=====				
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MEPS)				
=====				
* Dedicated Digital - 3.152 MEPS	0	0	0	0
* Dedicated Digital - 6.312 MBPS	0	0	0	0
* Dedicated Digital - 44.736 MEPS	1310	475	36.26%	39.17
* Dedicated Digital - 45 MBPS or >	63	8	12.70%	31.63
=====				
TYPE I - DEDICATED ALERT TRANSPORT	0	0	0	0
=====				
TYPE J - DEDICATED DERIVED CHANNEL	0	0	0	0
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	0	0	0	0
=====				

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)

CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	0	0	0	0
* PBX	12	1	8.33%	145.33
* CENTREX	0	0	0	0
* WATS	0	0	0	0
* Mobile	0	0	0	0
* Feature Group A	36	3	8.33%	24.53
* Foreign Exchange	0	0	0	0
* Payphone Services	1,012	107	10.57%	N/A
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0	0
* Feature Group D	0	0	0	0
* DID (Line and Trunk)	0	0	0	0
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0	0
* Packet Synch. Access Line	0	0	0	0
* Packet Asynch. Access Line	0	0	0	0
CATEGORY 3 - TYPE A DEDICATED METALLIC				
=====				
* Protection Alarm	0	0	0	0
* Protective Relaying	0	0	0	0
* Control Circuit	0	0	0	0
N P E B - DEDICATED TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0	0
* Telegraph Grade 150 Baud	0	0	0	0
N P E C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	0	0	0	0
* Voice - Switched Line	0	0	0	0
* Voice - Switched Trunk	0	0	0	0
* Voice 8 Tone. Radio Land Line	0	0	0	0
* Data Low Speed	0	0	0	0
* Basic Data & Voice	0	0	0	0

INSTALLATION REPORT - BOC AFFILIATED ESP OPERATIONS
4th QUARTER 2002

SERVICE CATEGORY	TOTAL	DUE DATES	PERCENT DUE	AVERAGE INTERVAL
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	ORDERS	MISSED	DATES MISSED	(DAYS)
	*****	*****	*****	*****
■Voice & Data. PSN Access Tie TRK	0	0	0	0
■Voice & Data. SSN Access	0	0	0	0
* Voice & Data - SSN intermach. TRK	0	0	0	0
* Data Extension. Voice Grade Data	0	0	0	0
■Protection Relay Voice Grade	0	0	0	0
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0	0
<hr/>				
N P E D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	0	0	0	0
* Program Audio 100-5000HZ	0	0	0	0
* Program Audio 50-8000 HZ	0	0	0	0
* Program Audio 50-15000 HZ	0	0	0	0
<hr/>				
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	0	0	0	0
* TV Channel, One Way 5kHz Audio	0	0	0	0
<hr/>				
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	0	0	0	0
* Digital Data - 2.4kb/s	0	0	0	0
* Digital Data - 4.8kb/s	0	0	0	0
* Digital Data - 9.6kb/s	0	0	0	0
* Digital Data - 56kb/s	0	0	0	0
<hr/>				
TYPE G - DEDICATED HIGH CAPACIN DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	0	0	0	0
<hr/>				
N P E H - DEDICATED HIGH CAPACIN DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0	0
* Dedicated Digital - 6.312 MBPS	0	0	0	0
* Dedicated Digital - 44.736 MBPS	0	0	0	0
* Dedicated Digital - 45 MBPS or >	0	0	0	0
<hr/>				
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL	0	0	0	0
<hr/>				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	0	0	0	0
<hr/>				

MAINTENANCE ACTIVITY WITHOUT DUE DATES
ALL OTHER CUSTOMERS
4th QUARTER 2002

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
CATEGORY 1		
TYPE A - CIRCUIT SWITCHED LINE		
* Business Lines	12,095	19.30
■ PBX	2,815	16.25
'CENTREX	996	15.53
* WATS	18	18.16
'Mobile	6	1.93
■ Feature Group A	310	8.33
* Foreign Exchange	1,472	16.56
■ Payphone Services	N/A	N/A
TYPE E - CIRCUIT SWITCHED TRUNK		
* Feature Group E	5	12.69
* Feature Group D	0	0.00
* DID (Line and Trunk)	1,436	16.52
CATEGORY 2 - PACKET SWITCHED		
* PacketDDD Access Line	1,813	18.65
* PacketSynch. Access Line	318	9.79
* PacketAsynch. Access Line	187	8.99
CATEGORY 3 - N P E A		
DEDICATED METALLIC		
■ Protection Alarm	1,002	8.63
* Protective Relaying	402	6.47
■ Control Circuit	479	14.10
TYPE E - DEDICATED TELEGRAPH GRADE		
* Telegraph Grade 75 Baud	0	N/A
* Telegraph Grade 150 Baud	N/A	N/A
TYPE C - DEDICATED VOICE GRADE		
* Voice - Non-Switched Line	3,144	7.51
* Voice - Switched Line	1,642	9.66
* Voice - Switched Trunk	133	13.95
■ Voice & Tone - Radio Land Line	649	7.11
* Data Low Speed	2,595	10.95
* Basic Data & Voice	3,260	6.94

MAINTENANCE ACTIVITY WITHOUT DUE DATES
ALL OTHER CUSTOMERS
4th QUARTER 2002

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
* Voice & Data - PSN Access Tie TRK	136	11.59
* Voice & Data - SSN Access	976	6.58
* Voice & Data - SSN Internach. TRK	0	0.00
■Data Extension, Voice Grade Data	360	11.12
* Protection Relay Voice Grade	50	8.29
* Dedicated Voice Grade - Telephoto & Facsimile	N/A	N/A
TYPE D - DEDICATED PROGRAM AUDIO		
* Program Audio 200-3500HZ	18	28.60
* Program Audio 100-5000 HZ	17	8.85
* Program Audio 50-8000 HZ	51	10.65
* Program Audio 50-15000 HZ	163	9.24
TYPE E - DEDICATED VIDEO		
* TV Channel, One Way 15kHz Audio	199	10.47
* TV Channel, One Way 5kHz Audio	N/A	N/A
TYPE F - DEDICATED DIGITAL(64 kbps)		
=====		
* Digital Voice Circuit	1,203	6.30
* Digital Data - 2.4kb/s	915	9.42
* Digital Data - 4.8kb/s	120	6.28
* Digital Data - 9.6kb/s	10,145	5.61
■Digital Data - 56kb/s	6,499	8.94
TYPE G - DEDICATED HIGHCAPACITY DIGITAL(1.544 MBPS)		
■Dedicated Digital- 1.544 MBPS	45,029	9.31
TYPE H - DEDICATED HIGH CAPACITY DIGITAL(>1,544 MBPS)		
* Dedicated Digital - 3.152 MBPS	N/A	N/A
* Dedicated Digital - 6.312 MBPS	N/A	N/A
* Dedicated Digital - 44.736 MBPS	1,010	11.43
* Dedicated Digital- 45 MBPS or >	95	17.80
TYPE I - DEDICATED ALERTTRANSPORT		
=====	N/A	N/A
TYPE J - DEDICATED DERIVED CHANNEL		
=====	N/A	N/A
CATEGORY 4 -DEDICATED NETWORK ACCESS LINK (DNAL)		
=====	N/A	N/A

MAINTENANCE ACTIVITIES WITHOUT DUE DATES
BOC AFFILIATED ESP
4th QUARTER 2002

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
CATEGORY 1		
=====		
TYPE A - CIRCUIT SWITCHED LINE		
Business Lines	8	N/A
* PBX	0	N/A
* CENTREX	0	N/A
* WATS	0	N/A
* Mobile	0	WA
* Feature Group A	51	5.38
* Foreign Exchange	118	8.39
* Payphone Services	N/A	WA
TYPE B - CIRCUIT SWITCHED TRUNK		
=====		
* Feature Group B	0	N/A
* Feature Group D	0	N/A
* DID (Line and Trunk)	0	N/A
CATEGORY 2 - PACKET SWITCHED		
=====		
* Packet DDD Access Line	1	1.70
* Packet Synch. Access Line	0	N/A
* Packet Asynch. Access Line	0	N/A
CATEGORY 3 - TYPE A		
DEDICATED METALLIC		
* Protection Alarm	0	N/A
* Protective Relaying	0	N/A
* Control Circuit	0	N/A
TYPE B - DEDICATED		
TELEGRAPH GRADE		
=====		
* Telegraph Grade 75 Baud	0	N/A
* Telegraph Grade 150 Baud	0	N/A
TYPE C - DEDICATED VOICE GRADE		
=====		
* Voice - Non-Switched Line	0	N/A
* Voice - Switched Line	0	N/A
* Voice - Switched Trunk	0	N/A
* Voice & Tone - Radio Land Line	0	N/A
* Data Low Speed	96	6.43
* Basic Data & voice	0	N/A

MAINTENANCE ACTIVITIES WITHOUT DUE DATES
BOC AFFILIATED ESP
4th QUARTER 2002

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
* Voice & Data - PSN Access Tie TRK	0	N/A
* Voice & Data - SSN Access	0	N/A
* Voice & Data - SSN Internach. TRK	0	N/A
* Data Extension, Voice Grade Data	0	N/A
* Protection Relay Voice Grade	0	N/A
* Dedicated Voice Grade - Telephoto & Facsimile	0	N/A
<hr/>		
TYPE D - DEDICATED PROGRAM AUDIO		
=====		
* Program Audio 200-3500 HZ	0	N/A
* Program Audio 100-5000 HZ	0	N/A
* Program Audio 50-8000 HZ	0	N/A
* Program Audio 50-15000 HZ	0	N/A
<hr/>		
TYPE E - DEDICATED VIDEO		
=====		
* TV Channel, One Way 15kHz Audio	0	N/A
* TV Channel, One Way 5kHz Audio	0	N/A
<hr/>		
TYPE F - DEDICATED DIGITAL (64 kbps)		
=====		
* Digmil Voice Circuit	0	N/A
* Digmil Data - 2.4kb/s	0	N/A
* Digital Data - 4.8kb/s	0	N/A
* Digmil Data - 9.6kb/s	0	N/A
* Digital Data - 56kb/s	0	N/A
<hr/>		
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)		

* Dedicated Digital - 1.544 MBPS	14	2.04
<hr/>		
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)		
* Dedicated Digital - 3.152 MBPS	0	N/A
* Dedicated Digital - 6.312 MBPS	0	N/A
* Dedicated Digital - 44.736 MBPS	0	N/A
* Dedicated Digital - 45 MBPS or >	0	N/A
<hr/>		
TYPE I - DEDICATED ALERT TRANSPORT	0	N/A

TYPE J - DEDICATED DERIVED CHANNEL	0	N/A

CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	0	N/A
=====		

MAINTENANCE ACTIVITIES WITH DUE DATES <*>
ALL OTHER CUSTOMERS
4th QUARTER 2002

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
CATEGORY 1 =====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	207,296	34,962	16.81%	17.22
* PBX	9,610	1,631	19.05%	20.55
* CENTREX	146,152	21,787	14.91%	16.03
* WATS	46	8	17.39%	18.94
* Mobile	41	7	17.07%	25.28
* Feature Group A	0	0	N/A	N/A
* Foreign Exchange	1,322	183	12.33%	16.53
* Payphone Services	2,728	1,024	37.54%	37.90
TYPE B - CIRCUIT SWITCHED TRUNK				
* Feature Group B	N/A	N/A	N/A	N/A
* Feature Group D	N/A	N/A	N/A	N/A
* DID (Line and Trunk)	N/A	N/A	N/A	N/A
CATEGORY 2 - PACKET SWITCHED				
* Packet DDD Access Line	N/A	N/A	N/A	N/A
* Packet Synchron. Access Line	N/A	N/A	N/A	N/A
* Packet Asynchron. Access Line	N/A	N/A	N/A	N/A
CATEGORY 3 - TYPE A DEDICATED METALLIC				
* Protection Alarm	N/A	N/A	N/A	N/A
* Protective Relaying	N/A	N/A	N/A	N/A
* Control Circuit	N/A	N/A	N/A	N/A
TYPE B - DEDICATED TELEGRAPH GRADE				
* Telegraph Grade 75 Baud	N/A	N/A	N/A	N/A
* Telegraph Grade 150 Baud	N/A	N/A	N/A	N/A
TYPE C - DEDICATED VOICE GRADE				
* Voice - Non-Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Trunk	N/A	N/A	N/A	N/A
* Voice & Tone - Radio Land Line	N/A	N/A	N/A	N/A
* Data Low Speed	N/A	N/A	N/A	N/A
* Basic Data & Voice	N/A	N/A	N/A	N/A

**MAINTENANCE ACTIVITIES WITH DUE DATES <*>
ALL OTHER CUSTOMERS
4th QUARTER 2002**

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
* Voice & Data - PSN Access Tie TRK	N/A	N/A	N/A	N/A
* Voice & Data - SSN Access	N/A	N/A	N/A	N/A
* Voice & Data - SSN Intermach. TRK	N/A	N/A	N/A	N/A
* Data Extension, Voice Grade Data	N/A	N/A	N/A	N/A
* Protection Relay Voice Grade	N/A	N/A	N/A	N/A
* Dedicated Voice Grade - Telephoto & Facsimile	N/A	N/A	N/A	N/A
TYPED - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	N/A	N/A	N/A	N/A
* Program Audio 100-5000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-8000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-15000HZ	N/A	N/A	N/A	N/A
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	N/A	N/A	N/A	N/A
* TV Channel, One Way 5kHz Audio	N/A	N/A	N/A	N/A
TYPE F - DEDICATED DIGITAL (64 kbps)				
=====				
* Digital Voice Circuit	N/A	N/A	N/A	N/A
* Digital Data - 2.4kb/s	N/A	N/A	N/A	N/A
* Digital Data - 4.8kb/s	N/A	N/A	N/A	N/A
* Digital Data - 9.6kb/s	N/A	N/A	N/A	N/A
* Digital Data - 56kb/s	N/A	N/A	N/A	N/A
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	N/A	N/A	N/A	N/A
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (> 1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 6.312 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 44.736 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 45 MBPS or >	N/A	N/A	N/A	N/A
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL				
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)				
=====				

<*> Due dates are not assigned for Category 1, Type B through Category 4 which are marked N/A. See Maintenance Activities Without Due Dates Report.

MAINTENANCE ACTIVITIES WITH DUE DATES <*>
BOC AFFILIATED ESP
4th QUARTER 2002

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
<hr/>				
CATEGORY 1				
TYPE A - CIRCUIT SWITCHED LINE				
Business Lines	N/A	N/A	N/A	N/A
PBX	N/A	N/A	N/A	N/A
CENTREX	N/A	N/A	N/A	N/A
WATS	N/A	N/A	N/A	N/A
Mobile	N/A	N/A	N/A	N/A
Feature Group A	N/A	N/A	N/A	N/A
Foreign Exchange	N/A	N/A	N/A	N/A
Payphone Services	3,009	1,205	40.05%	107.11
<hr/>				
TYPE B - CIRCUIT SWITCHED TRUNK				
Feature Group B	N/A	N/A	N/A	N/A
Feature Group D	N/A	N/A	N/A	N/A
DID (Line and Trunk)	N/A	N/A	N/A	N/A
<hr/>				
CATEGORY 2 - PACKET SWITCHED				
Packet DDD Access Line	N/A	N/A	N/A	N/A
Packet Synch. Access Line	N/A	N/A	N/A	N/A
Packet Asynch. Access Line	N/A	N/A	N/A	N/A
<hr/>				
CATEGORY 3 - TYPE A DEDICATED METALLIC				
Protection Alarm	N/A	N/A	N/A	N/A
Protective Relaying	N/A	N/A	N/A	N/A
Control Circuit	N/A	N/A	N/A	N/A
<hr/>				
TYPE B - DEDICATED TELEGRAPH GRADE				
Telegraph Grade 75 Baud	N/A	N/A	N/A	N/A
Telegraph Grade 150 Baud	N/A	N/A	N/A	N/A
<hr/>				
TYPE C - DEDICATED VOICE GRADE				
Voice - Non-Switched Line	N/A	N/A	N/A	N/A
Voice - Switched Line	N/A	N/A	N/A	N/A
Voice - Switched Trunk	N/A	N/A	N/A	N/A
Voice 6 Tone - Radio Land Line	N/A	N/A	N/A	N/A
Data Low Speed	N/A	N/A	N/A	N/A
Basic Data 6 voice	N/A	N/A	N/A	N/A

MAINTENANCE ACTIVITIES WITH DUE DATES <'>
BOC AFFILIATED ESP
4th QUARTER 2002

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
Voice & Data - PSN Access Tie TRK * voice & Data - SSN Access * Voice & Data - SSN Intermach. TRK * Data Extension, Voice Grade Data * Protection Relay Voice Grade * Dedicated Voice Grads - Telephoto & Facsimile	N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A WA N/A	N/A N/A N/A N/A N/A N/A
N P E D - DEDICATED PROGRAM AUDIO				
* Program Audio 200-3500 HZ * Program Audio 100-5000 HZ * Program Audio 50-8000 HZ * Program Audio 50-15000 HZ	N/A N/A N/A N/A	N/A N/A N/A N/A	N/A N/A N/A N/A	N/A N/A N/A N/A
W E E - DEDICATED VIDEO				
* TV Channel, One Way 15kHz Audio * TV Channel, One Way 5kHz Audio	N/A N/A	N/A N/A	N/A N/A	N/A N/A
TYPE F - DEDICATED DIGITAL (64 kbps)				
* Digital voice Circuit * Digital Data - 2.4kb/s * Digital Data - 4.8kb/s * Digital Data - 9.6kb/s * Digital Data - 56kb/s	N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
* Dedicated Digital - 1.544 MBPS	N/A	N/A	N/A	N/A
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
* Dedicated Digital - 3.152 MBPS * Dedicated Digital - 6.312 MBPS * Dedicated Digital - 44.736 MBPS * Dedicated Digital - 45 MBPS or >	N/A N/A N/A N/A	N/A N/A N/A N/A	N/A N/A N/A N/A	N/A N/A N/A N/A
TYPE I - DEDICATED ALERT TRANSPORT	N/A	N/A	N/A	N/A
TYPE J - DEDICATED DERIVED CHANNEL	N/A	N/A	N/A	N/A
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	N/A	N/A	N/A	N/A

<'> Due dates are not assigned for Category 1, Type B through Category 4 which are marked WA. See Maintenance Activities Without Due Dates Report.